

POSITION SUMMARY

Under the general supervision of the Financial Program Supervisor, this position is primarily responsible for processing and maintenance of the State's vendor and customer data files. To do this, the position performs a combination of routine tasks, such as data entry into financial systems / databases, along with more complex analysis and interpretation of incoming data. This position also answers routine customer service questions on accounts, supplier records and payment discrepancies. The position will need to become familiar with all of the data input pages and fields within the Supplier and Customer areas of the PeopleSoft Financial system, and have a working knowledge of financial audit trail principles. In addition, this role will learn best practices for applying state statutes, administrative codes, policies and procedures related to the financial program.

The position will work with state agencies and the State Bureau of Procurement to ensure that vendor information is accurately established within the PeopleSoft system. The position will enter and maintain vendor banking information, sufficient to initiate ACH-credit payments. This work cannot easily be standardized or routinized and requires independent judgment and discretion. The data entry work involves many gray areas that require substantial analysis and judgment to reach the appropriate conclusion. The data entry requires creativity, analysis, evaluation, and interpretation in order to conform incoming data from various agencies into a cohesive end result, sufficient to make accurate and timely payments or invoices.

In addition, this position will respond to a variety of correspondence received from the State's vendors and customers. This includes reviewing payment histories, determining discrepancies in vendor files and initiating and facilitating corrections to financial information. When necessary, the position will consult with the data manager and agency staff to resolve any issues with vendor or customer data and provide customer support in navigating the payment/invoice process. This position will be an important point of contact for thousands of individuals along with multiple businesses, municipalities, and agencies, and therefore will be trained on how to provide excellent customer service to a diverse group of contacts.

Time % Goals and Worker Activities

30% A. Add new vendors and customers to into the PeopleSoft Financial System.

- A1. Receive new vendor and customer data through a variety of channels, including secure email and secure website, and review documentation for completeness and correctness, ensuring accuracy of final data.
- A2. Add new vendor and customer data into the PeopleSoft Financial system. Contact Suppliers, Customers, or Agencies directly with questions.
- A3. Store new vendor and customer data and fiscal forms in secure server folders per records retention policies.
- A4. Serve as final reviewer/approver of data and accuracy (auditing), including resolution of financial errors.
- A5. Perform real-time Tax Identification Number (TIN) Matching with the IRS. Follow-up on any identified issues for 1099 Reporting.
- A6. Review suppliers against the Office of Foreign Asset Control (OFAC) database to ensure compliance with Federal Sanctions.

A7. Provide consultation to suppliers, customers, and agency staff on general program rules and requirements.

30% B. Make changes to existing vendors and customers within People Soft system.

B1. Interpret a variety of vendor and customer requests for changes, including banking information, change of addresses, additional remittance locations, or new ownership.

B2. Communicate with agency staff as necessary to confirm supplier usage.

B3. Contact agencies, suppliers or customers to resolve any issues that would prevent payment or invoicing.

B4. Answer routine customer service questions on accounts including payment error identification, directing calls and emails to proper agencies, and procedural guidelines.

B5. Resolve errors in financial data to correct payments.

25% C. Assist with the training of additional data specialists and agency staff

C1. Assist with the training of additional financial specialists, using working knowledge of role to guide consistent data entry.

C2. Act as a resource for other Financial Specialists within program area.

C3. Assist with state agency training as needed regarding processes, procedures and proper data management.

10% D. Monitor the daily workflow of SharePoint submissions, emails, phone calls, secure documents, and worklists within PeopleSoft STAR

D1. Process phone calls and email questions from WIVendors and WICustomers shared mailboxes in a timely manner.

D2. Coordinate processing and approvals with other processing staff within the Service Level Agreement (SLA).

D3. Monitor and ensure backup documents are saved in the secure location, submissions are returned to agency and the STAR worklist is empty.

5% E. Other duties as assigned.

Knowledges, Skills and Abilities

1. Ability to process transactions accurately within prescribed timeframes.
2. Thorough knowledge of personal computers and Microsoft Office Suite (Word, Excel, Outlook), including the ability to work with beginning to intermediate-level worksheets in Microsoft Excel.
3. Thorough knowledge and ability to work with financial databases (e.g., PeopleSoft).
4. Effective verbal, written and oral communication skills.
5. Ability to prioritize and complete multiple tasks.
6. Ability to establish and maintain effective working relationships both within the Division and with external partners and vendors.
7. Ability to train staff and colleagues.
8. Ability to reconcile financial data for accuracy and compliance.